

With any consumer service issues, there needs to be a clearly defined penalty for selling a fraudulent product. Specific to broadband, companies offering broadband service that doesn't comply with FCC broadband requirements (such as providing high speed internet, versus true broadband speed, min 300KBs) - there needs to be a compensation made to the consumer for their inconvenience and there should be a penalty placed against the provider for the fraud which they have enacted, and the damage they have brought on the communications industry.